

# Welcome to Naval Hospital Oak Harbor, Washington



## Outpatient Information Guide

(February 2007)

**FROM THE COMMANDING OFFICER:**

Welcome to Naval Hospital Oak Harbor!

To better acquaint patients with hospital information, policies and procedures you will find detailed information within this booklet to optimize access to various clinics, available services, and administrative support. The Naval Hospital is a military Tricare Prime treatment facility. Patients include active duty service members, eligible military retirees and their enrolled or designated family members.

Our mission at the Naval Hospital is to provide excellence in healthcare beginning with mutual respect and dignity. We promote a true partnership with our patients and their families through the sharing of information and collaboration. Patient and family centered care guide our desire to continuously improve our clinical practices.

We share a commitment towards high quality, hassle free care for our patients and their families!

C. G. CHINN  
Captain, MC, USN  
Commanding Officer

# NAVAL HOSPITAL OAK HARBOR, WA

## OUTPATIENT GUIDE

Compiled by: Patient Relations Department  
February 2007

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## **General Information**

### **Naval Hospital Oak Harbor**

This 25-bed hospital is located on Naval Air Station, Whidbey Island. It is one of three rural community hospitals within a 40-mile radius. The hospital is a Tricare Prime facility that serves active duty, their family members, eligible retired military personnel and their families.

You can reach the hospital 24 hours a day, 7 days a week, by calling (360) 257-9500 and following the instructions to reach the desired clinic. The Provider's Assistance Line is manned by clinic nurses during working hours and the Medical Officer of the Day after hours. This service is provided to offer advice only. No prescriptions or diagnosis of illness can be accomplished over the phone.

### **Information Desk**

The Information Desk is located at the main entrance of the hospital. The Information Desk can provide the office phone numbers of staff members and general hospital information by calling (360) 257-9500. Normal hours are from 0730 to 1600, Monday through Friday.

Due to federal patient privacy and confidentiality laws and hospital policies, staff members at the front desk can only provide general information about patients. Most medical information on patients is protected by the Privacy Act, Health Insurance Portability and Accountability Act (HIPAA), policies and is therefore not releasable.

## Priority of Patients & Eligibility

Tricare Prime enrollees have higher priority for appointments in military treatment facilities than non-enrollees. Healthcare at the Naval Hospital Oak Harbor is dependent upon your priority for care as determined by DoD and Title 10 of the U.S Code. The order of priority for access to healthcare services is:

- Active Duty
- Active duty family members enrolled in Tricare Prime at the Naval Hospital.
- Retirees, their family members, and survivors of sponsors who died on active duty enrolled in Tricare Prime.
- Beneficiaries enrolled in Tricare Prime with a civilian Primary Care Manager.
- Active duty personnel family members not enrolled in Tricare Prime.
- All other beneficiaries

Active duty and their family members must complete an enrollment form to be enrolled, there is no enrollment fee. Retirees, their family members and survivors of sponsors who died while on active duty also must elect to enroll in Tricare Prime, pay an enrollment fee and choose their Primary Care Manager who is their entry point for non-emergency healthcare.

For information on the following Tricare Plans/Programs and much more, please visit their webpage at <http://www.TRICARE.mil>:

1. Prime
2. Extra
3. Standard
4. For Life
5. Plus
6. Prime Remote
7. Dental Program

### What is a Primary Care Manager (PCM)?

A Primary Care Manager (PCM) is a physician, nurse practitioner or physician's assistant who provides for the majority of a patient's health care needs. When referral to a specialist is necessary, the PCM helps to coordinate that care. All patients that enroll in Tricare Prime and treated at Naval Hospital Oak Harbor are assigned a PCM. Each of the hospital PCM's offer quality care with some unique aspects specific to that clinic. Tricare Prime patients enrolled to a PCM have priority access to care.

## **Member's Responsibilities**

Tricare Prime members are expected to work with their PCM to coordinate needed medical care for themselves and their family. All medical care should be obtained from the PCM, except in emergencies. Obtain care from a specialist when referred by PCM. Members should provide the Tricare Service Center with current information regarding their family, including changes of address, beneficiary eligibility or permanent change of station.

## **DEERS**

Military personnel are enrolled in the Defense Enrollment Eligibility Reporting System (DEERS) when they enter active duty. However, legal documentation such as marriage certificate, birth certificate or adoption papers must be presented to the sponsor's personnel office to enroll family members. Without DEERS enrollment, family members may be denied health benefits other than emergency care.

If sponsors or family members have any questions about benefits or DEERS enrollment, they can call DEERS Beneficiary Telephone Center from 0600-1530 (Pacific Standard Time), Monday through Friday at 1-800-538-9552. The only changes that can be made with the DEERS Beneficiary Telephone Center are address changes. All other changes must be made through a military Personnel Support Detachment.

The Naval Air Station Whidbey Island Personnel Support Detachment is located on 1155 W. Lexington St, Building 113, Oak Harbor, WA 98278-8800; and reached by phone at 360-257-1131.

## **Access to Care**

### **Tricare Central Appointments**

**Phone:** 1-800-404-4506

**Hours of operation:** 0700-1800, Monday through Friday

Central Appointments is responsible for providing beneficiaries with access to efficient, customer oriented appointment scheduling services. This process ensures that services provided for Tricare Prime enrollees reflect access to care standards for primary care and customer satisfaction.

Patients may schedule an appointment by calling the Tricare Regional Center (TRAC).

Prime Patients should be able to attain an acute appointment for care on the same day of request. If an appointment is not available that day TRAC will contact the

appropriate clinic to check for availability of same day appointments. The patient will then be contacted by NHOH with appointment information.

Appointments for preventive care (physicals and pap tests) will be scheduled with the patient's PCM and should occur within four weeks of the request for the appointment.

Specialty care appointments require a referral from the patient's PCM and the wait time for the appointment should not be more than four weeks. Exceptions apply to the OB/GYN or Mental Health Clinics, which do not require a referral.

Emergency services are available 24 hours a day, seven days a week.

#### **NHOH TriWest Office - Tricare Services Representative**

**Phone:** 360-257-9577

To reach a TriWest/Tricare Service Representative call 1-888-874-9378, or visit [www.triwest.com](http://www.triwest.com)

**Hours:** 0700-1700, Monday-Friday (workdays)

**Location:** Room 315, next to the Referral Management Office

TriWest Healthcare Alliance operates a Tricare Service Center (TSC) inside the hospital. Tricare Service Representatives (TSRs) at the TSC are available to answer your questions regarding eligibility, Tricare Prime enrollment, claims processing, and more.

#### **Specialty Referrals**

You must contact your PCM whenever you are ill and they will either provide the care or refer you to a specialist (e.g., orthopedics, obstetrics, etc). **With the exception of Mental Health appointments, you cannot refer yourself to a specialist and may be held financially responsible** under Tricare Point of Service option for the healthcare service you receive if you fail to contact your PCM prior to receiving specialty care. If military care cannot be provided, you will be referred to the civilian network.

### **Patient Contact Representatives/Patient Relations**

Patient Contact Representatives (PCRs) are assigned to each department and are available to receive compliments, as well as address any concerns or suggestions so we can continually improve the services we offer you. We want to know what you think, so please visit the PCR before you leave the hospital, especially if you are not pleased with the service you received.



If you prefer, you may visit the Patient Relations Officer, Mrs. Sharon McIntyre, in room 538 or call (360) 257-9554.

For your convenience you can also submit your comments on line by accessing the Naval Hospital Oak Harbor home page at <http://nhoh.med.navy.mil>. Accept the provisions then click on the ICE logo. Select the clinic you visited and complete the form. The submit button is located at the bottom of the page. You can also complete the forms manually and deposit in any comment box located throughout the hospital.

## **Emergency Care**

### **Ambulatory Services**

All Ambulance services can be contacted, on base and off by calling **911**. Remain on the line, answer all questions clearly and calmly, follow instructions provided by the 911 operator or other emergency responders.

### **Emergency Room**

**Phone:** 257-9646

The Emergency Room (ER) is available seven days a week, twenty-four hours a day. The ER is capable of treating any medical emergency or traumatic injury. Our patients range from neonates to geriatric, active duty, retirees and family members.

The ER is staffed by civilian, registered professional nurses, physicians, licensed practical nurses, physician assistants, nurse practitioners, medical and clerical assistants. This busy department sees approximately 24,000 patients annually.

## **Medical Service Clinics**

**Active Duty Sick Call** - This is an Active Duty only clinic.

**Hours:** 0700-0830, Monday-Friday (workdays)

**Location:** Flight Medicine Clinic, Hallways 1 & 2.

The appointment desk is open 0700-1800 Monday-Thursday and 0700-1630 on Friday. On weekends and holidays, active duty sick call is held in the Naval Hospital Oak Harbor Emergency Room anytime.

**PFA Screenings****Phone:** 257-9406

PFA Screenings are performed semi-annually. Shore based commands will arrange PFA Screenings through their Command Fitness Leader (CFL). To make a routine or an ongoing medical condition appointment you may call 257-9576.

**Aviation/Separation Physical Exams****Phone:** 257-9406, for an Aviation/Separation Physical Exams

Non-Opioid medications prescribed by a military physician, (that are not special order) can be renewed by contacting the clinic clerk at 257-9576. Please allow 2-3 days for this process. Uniform of the Day is required when conducting official business unless in a leave status.

**Family Practice Clinic****Phone:** For appointments call TRAC at 1-800-404-4506

NHOH Information, 257-9500

**Hours:** 0730-1600 Monday-Friday (workdays) with evening hours available Monday through Thursday from 1600-1800

The Family Practice Clinic provides comprehensive outpatient medical care to all beneficiaries from birth to 65 years of age. The clinic is staffed with highly qualified physicians, nurse practitioners and physician's assistants. If same day appointments are not available through TRAC, the scheduler will contact the appropriate NHOH representative requesting availability of appointments. The patient will be contacted by NHOH with appointment information.

**Pediatric Clinic****Phone:** For appointments call TRAC at 1-800-404-4506

NHOH Pediatric Clerk, 257-9782

**Hours:** 0730-1600 Monday-Friday (workdays) with evening hours available Monday, Tuesday and Thursday from 1600-1800**Location:** Hallway 5

The Pediatric Clinic provides comprehensive pediatric medical services for children 0-18 years old. If same day appointments are not available through TRAC, the scheduler will contact the appropriate NHOH representative requesting availability of appointments. The patient will be contacted by NHOH with appointment information.

### **Deployment Health Clinic**

**Phone:** For appointments call TRAC at 1-800-404-4506

NHOH Office (360) 257-9885

**Hours:** 0730-1600 Monday - Friday (workdays)

The Deployment Health Clinic is staffed by a primary care manager and a clinical psychologist who provide post deployment screenings to service members who have been home from a deployment for more than 90 days. During this appointment, the electronic DD 2900 (Post Deployment Health Reassessment) will be completed and reviewed. The provider will evaluate the service member's health care needs and make appropriate referrals if necessary.

### **Internal Medicine**

**Location:** Hallway 7

This clinic provides specialty care for our beneficiaries. Referrals to this clinic are made by your Primary Care Manager.

### **Diabetic Clinic**

**Phone:** 257-9801 for class dates and locations

Diabetic Education Classes are offered monthly. Lancets are no longer provided for family members and retirees. You can obtain lancets at any network pharmacy by asking the Pharmacist. No prescription is needed for lancets. A box of 100 costs approximately \$6-\$9. It is mandatory that all patients be instructed on the proper use of a glucometer prior to its issuance. ***Needle disposal containers are provided for enrolled beneficiaries. When container is full, bring it to the laboratory for disposal.***

### **Coumadin Clinic**

Your Primary Care Manager will refer you to the appropriate Primary Care Nurse for Coumadin education classes.

### **Asthma Clinic**

Your Primary Care Manager will refer you to the appropriate Primary Care Nurse for Asthma education classes.

### **Immunizations**

**Hours:** Monday-Friday 0715-0800 for Active Duty only; beneficiary hours are 0800-1715 Monday-Thursday and 0800-1545 on Fridays.

**Location:** Near hallway 7

A PPD must be read 2-3 days after it is administered. If a holiday falls on the 2-3 day mark, it will not be dispensed. Allergy Shot Clinic is conducted on Monday and Thursday from

1300-1500. Seasonal Flu Shot Clinic is held in the fall and will be advertised when appropriate.

### **Nutrition/Dietitian**

**Phone:** For appointments call TRAC at 1-800-404-4506.

The Registered Dietitian provides individual and group education to patients and their family members on a variety of nutrition subjects. These include weight management, cholesterol, hypertension, diabetes, pregnancy, general nutrition and related topics.

### **Lactation Specialist/New Parenting Education**

**Phone:** 257-8996

NHOH has a lactation specialist on staff and is available to answer your questions or address your concerns. A Nursing Mom and Baby Group session is held every Tuesday from 1200-1300 at the NASWI Base Chapel Annex.

Childbirth Preparation/Breathing Techniques, Parenting and Breastfeeding classes are available to all expectant parents and their support persons. These classes provide expectant parents with information and techniques, including Lamaze skills, which will promote a healthy pregnancy, a fulfilling birth experience and confident parenting of the newborn. All classes are free.

### **Optometry Clinic**

**Phone:** Active duty personnel can make an appointment by calling (360) 257-9788. Tricare Prime beneficiaries should call TRAC at 1-800-404-4506 for appointments.

**Hours:** 0715 to 1600, Closed Thursday from 1300-1600.

**Location:** RM 501

The optometry clinic provides comprehensive optometric care for active duty and Tricare Prime beneficiaries. Contact lens services are available for mission essential personnel only (Air Crew, EOD, Dive, etc).

### **Mental Health**

**Hours:** 0730-1600, Monday-Friday (workdays). 1200-1300 closed daily for lunch.

**Location:** Modular Unit R-52, on Saratoga Street

The Mental Health Department provides clinical care and support to Active Duty service members assigned to Naval Air Station Whidbey Island.

Initial appointments are scheduled by the Mental Health clinic by calling 257-9484/9485. Follow-up care is then scheduled through the TRAC at: 1-800-404-4506.

Staffing consists of licensed Psychiatrists, a registered Psychiatric Nurse Practitioner and Clinical Nurse Specialist, two Social Workers and a Mental Health Technician. There are two administrative clerks that coordinate routine and acute psychiatric care appointments. Scope of care includes an emphasis on quality care, wellness, health risk reduction, preventative care, patient education and supportive therapy. Mental Health offers a broad range of counseling and psychiatric services including:

Psychiatry Medication Management of all disorders

Eye Movement Desensitization and Reprocessing (EMDR)

Dialectical Behavioral Therapy (Skills)

Individual and Group Therapy

Please note that Marriage counseling and social services are offered by the Fleet and Family Support Center located at the Nor'Wester. The chapel can also provide support counseling. Currently, family members, and retirees are referred to the Network by their Primary Care Manager or TriWest. Call TriWest Service Center at 1-888-874-9378 for access to civilian care. The **Emergency Room** provides 24 hour assistance and can be reached by calling **257-9646**.

#### **Substance Abuse and Rehabilitation Program (SARP)**

**Phone:** 257-2394, facsimile number is 257-2396.

**Hours:** Monday-Friday 0800-1600 by appointment.

**Location:** Modular Unit R-52, on Saratoga Street

The Substance Abuse and Rehabilitation Department, at Naval Hospital Oak Harbor, is the point of service for all active duty members assigned to NAS Whidbey Island. SARP personnel perform substance use screenings for potential alcohol and drug problems among all active duty members aboard this station in accordance with OPNAVINST 5350.4C. ***All family members and military retirees must coordinate their services through the Tricare Regional Appointment Center via their primary health care provider.***

SARP also provides IMPACT education, Outpatient Substance Abuse Treatment, group sessions, and case managers addiction treatment for patients in concert with Naval Hospitals

Bremerton, Camp Pendleton and Point Loma (San Diego) SARP. We provide pre-care and ongoing continuing care for patients treated at those facilities and who transfer from other duty stations and require ongoing support.

We provide educational support for commands and work closely with all Command Drug and Alcohol Program Administrators (DAPA's) and Substance Abuse Coordinating Officers (SACO's) to provide "top notch" care. To access services at SARP, please contact your command DAPA or email us at:  
[SubstanceAbuseRehabProgram@med.navy.mil](mailto:SubstanceAbuseRehabProgram@med.navy.mil)

## **Diagnostic Services**

### **Radiology**

**Phone:** 257-0630/9629 during regular working hours and 257-9631 after hours, for specific concerns or questions

**Hours:** 0730-1600, Monday - Friday

Our goal is to provide quality, accurate and courteous medical care to all active duty, retirees, and their family members. Radiology is open 24 hours a day, 7 days a week for emergencies and inpatient exams. During normal work hours, Radiology provides routine Ultrasound, Mammography and other x-ray exams. All referrals to this department are provided by the Primary Care Manager or Emergency Room Provider. All images are processed and stored on the digital Picture Archiving Computer Systems (PACS). This allows the referring provider to view the images at the time of the patient's appointment. This system also allows us to send and retrieve films to and from other MTFs within our region.

### **Laboratory**

**Phone:** 257-9677; Accessioning - 257-9670

The Laboratory Department supports the military readiness and health of our beneficiary population by providing timely, accurate and comprehensive laboratory services to authorized providers.

The laboratory is staffed 24 hours a day, 7 days a week. The laboratory department will perform blood draws and urine collection in the laboratory during routine working hours on outpatients who present with properly submitted requests and identification. Lab personnel are focused on providing the highest quality of care, to continuously improve its business practices and maintain all of the accreditation standards.

Hours of operation:

**Specimen collection services:**

0715-1900, Monday - Thursday (except holidays)  
0715-1600, Friday (except holidays)

**Appointments are required for:**

Glucose Tolerance Testing (2 or 3 hrs) & Semen Analysis

After-hours, weekends, & holidays - the laboratory is minimally staffed to perform Emergency/STAT/ASAP testing. Specimens are collected by ward/clinic/ER after hours unless prior arrangements have been made.

**Accreditations**

- Joint Commission on Accreditation of Healthcare Organizations (JCAHO)
- College of American Pathologist (CAP)
- American Association of Blood Banks (AABB)
- Food and Drug Administration (FDA)
- Clinical Laboratory Improvement Program (CLIP)
- Navy Blood Program Office (NBPO)

These national organizations have developed standards for laboratory testing and perform on-site laboratory inspections. Our staff has developed extensive quality control systems and procedures for quality assurance and to help eliminate human error. We also continuously participate in "build proficiency testing" issued by the AABB and CAP.

**Authorized Laboratory users:**

- Credentialed providers
- Independent Duty Corpsman

Civilian physician requests will not be honored.

## **Pharmacy Services**

**Phone Main Pharmacy:** 257-9707

**Phone Seaplane Satellite Pharmacy:** 257-0534

The primary pharmacy is located in the Naval Hospital. A satellite refill pharmacy is located on the Seaplane Base in the Navy Exchange. The hospital pharmacy is open from 0800-2000, Monday-Friday (civilian scripts filled 0800-1745), and from 0800-2000 on Saturday, Sunday and holidays (no civilian scripts are filled on weekends and holidays). The refill pharmacy at the Navy Exchange is open from 0900-1300 Tuesday through Friday. The DoD Tricare Mail Order Pharmacy (TMOP) is available to receive up to a 90-day supply for most medications you take

routinely. For more information on TMOP call 1-866-363-8667, or visit their website at [www.express-scripts.com/TriCare](http://www.express-scripts.com/TriCare).

## **Physical Therapy**

**Phone:** For appointments call 1-800-404-4506

NHOH Office: 257-9695

**Hours:** Monday-Wednesday & Friday from 0730-1130 & 1300-1600, and Thursday 0730-1130

**Location:** Between the Emergency Room and Dental Department on the West side of the Hospital

We serve all active duty, family members, retirees and others entrusted to our care. We predominantly evaluate and treat orthopedic related conditions. Since we are a consultative service, all of our initial consults will be arranged by the customer through the Tricare Regional Service Center at 1-800-404-4506. Questions involving a specific nature, negotiation of follow-up evaluations and treatment schedules can be directed to the Physical Therapy Department during normal working hours.

## **Case Management**

**Phone:** 257-9743/9994

**Hours:** 0730-1600, Monday-Friday

**Location:** Hallway 5, Room 710

Case Management is comprised of a Registered Nurse and Clinical Social Worker who will partner with your PCM to find solutions to your medical or situational issues. The Case Manager is your team coach. You and your Manager will work out a plan to help you gain control of your illness, injury or situation in a timely manner. The goal is to help you navigate your way through the various processes of today's medical care.

## **Dental Care Services**

**Phone:** (360) 257-2301 for routine appointments and information and (360) 929-2140 for after-hours emergencies.

**Hours:** Clinic hours 0645 to 1545, Monday through Friday. Sick Call hours are 0700 to 0900 and from 1300 to 1400, Monday through Friday.

Dental provides a full spectrum of care to all active duty military personnel attached to the Naval Air Station and tenant activities. ***Family members are not seen at this facility for***



*dental care, active duty members are strongly encouraged to enroll their family in the Tricare Family Member Dental Plan (TFMDP) operated by United Concordia. For more information on TFMDP benefits call 1-800-866-8499, or visit their website at [www.TRICAREdentalprogram.com](http://www.TRICAREdentalprogram.com).*

## **Public Health**

### **Health Promotion/PHA**

**Phone:** 257-9949

**Hours:** Monday-Thursday 0730-1600 and Friday 0700-1630

**Location:** Modular Unit R-80 on Saratoga Street

Health Promotion offers a wide range of classes including Tobacco Cessation, Weight Management, Shipshape, Healthy Heart and Diabetes Self-Management. Preventive Health Assessments which replaced the five year physical are also conducted by this department.

### **Occupational Health**

**Phone:** 257-9925

**Hours:** 0630-1630, Monday through Friday

**Location:** Modular Unit R-53 on Saratoga Street

The Occupational Health Department provides clinical services to military and civilian employees assigned to NAS Whidbey Island in support of the Navy's Occupational Safety and Health Program.

### **Medical Surveillance Examinations**

Medical surveillance programs are designed to protect workers who are exposed or potentially exposed to hazardous substances in the workplace. Placement of personnel in medical surveillance programs is based primarily on the results of the Industrial Hygiene Survey completed by the Industrial Hygiene Department.

### **Certification Examinations**

Job certification examinations are for jobs that have specific medical standards, licensing requirements or are mandated by instruction.

### **Work-related injury and illness care for civilian employees**

Civil Service and Non-appropriated Fund employees are eligible for care and follow-up in Occupational Health for their work-related (occupational) injuries and illnesses. They also have the right to choose their private medical provider for care.

All services, with the exception of injury and illness care are provided on an appointment basis. Please call the listed phone number to get information regarding scheduling appointments. Employees must bring a **Dispensary Permit (OPNAV 5100/9)** to their appointment. The top portion of the form should be completed by your supervisor prior to your arrival at the clinic.

Consultative Services are available if you have specific Occupational Health questions, call 257-9925.

**Environmental Health (Preventive Medicine)**

**Phone:** 257-5950/5020/or 5336

**Hours:** Walk-in Clinic: 0800-1100 Monday - Friday

Appointment only patients: 1300-1530 Monday - Friday

**Location:** Modular Unit R-53 on Saratoga Street

Preventive Medicine provides services to all eligible beneficiaries. These services include: communicable disease investigation and control, travel briefs, medical event/disease reporting, water and ice testing. This clinic also provides food service, habitability and daycare inspections as well as training on Preventive Medicine related topics.

Beneficiaries who need to be seen in the travel clinic should schedule an appointment by calling the clinic at one of the above numbers. Ideally, this should be 60 days prior to scheduled departure to ensure all immunizations are completed.

For temporary food events on base the following requirements must be met for everyone who handles food:

Food Handler's Card (requires food handler's training)  
Health Card (requires completion of health questionnaire) to ensure food handler does not have a communicable disease that could pose a food safety risk.

The organization hosting the Temporary Food Event must have A Temporary Food Event Permit if food is being offered for sale. Applications can be obtained from Preventive Medicine or go to our Website at <http://nhoh.med.navy.mil> to download the form. For temporary events off base, please contact the Island County Health Department at 240-5564.

**Industrial Hygiene**

**Phone:** 257-8920/4520

**Hours:** 0630-1630 Monday through Friday

Industrial Hygienists are trained to recognize, evaluate and control physical and chemical stressors in the workplace. Industrial Hygienists play a lead role in the Navy's Occupational Safety and Health Program and serve all commands aboard NAS Whidbey Island. Our service is provided through scheduled surveys or special request surveys. Some examples of our surveys include; chemical exposure monitoring, ventilation measurements, noise exposure monitoring and asbestos fiber identification. The goal of this program is to evaluate whether the Navy is providing a healthful working environment for their employees.

## **Surgical Services**

### **Otolaryngology (ENT)**

**Phone:** 257-9801

**Hours:** 0730-1600 Monday through Wednesday and Friday and 0700-1200 on Thursdays.

**Location:** Hallway 7

Referrals to this clinic are made through your Primary Care Provider. Appointments are available through the Tricare Regional Appointment Center. If appointments are not available, the scheduler will contact the ENT Clinic to assist with scheduling. The patient will be contacted by NHOH with appointment information. If you need a telephone consult, contact the clerk at 257-9801.

### **OB/GYN**

**Phone:** For appointments, TRAC at 1-800-404-4506. You may also call the clinic directly at 257-9761.

**Hours:** 0730-1600 Monday - Friday (workdays)

**Location:** Hallway 3

The OB/GYN clinic offers full comprehensive gynecological and family centered obstetrical care. We are currently staffed with four gynecologists. On Friday mornings, supervised children are welcomed to the obstetrical appointment. We do not offer infertility services. Our goal is to support the mission of NAS Whidbey by providing compassionate care to our service personnel and their family members.

### **Orthopedic Clinic**

**Phone:** For appointments, TRAC at 1-800-404-4506

**Hours:** 0730-1600 Monday-Wednesday, and Friday; 0700-1200 on Thursdays (workdays)

**Location:** Hallway 7

Referrals to this clinic are made through your Primary Care Provider. Appointments are available through the Tricare Regional Appointment Center. If appointments are not available, the scheduler will contact the Orthopedic Clinic to assist with scheduling. The patient will be contacted by NHOH with appointment information. If you need a telephone consult, contact the clerk at 257-9801.

### **General Surgery Clinic**

**Phone:** For appointments, TRAC at 1-800-404-4506

**Hours:** 0730-1600 Monday through Wednesday and Friday and 0700-1200 on Thursdays.

**Location:** Hallway 7

Referrals to this clinic are made through your Primary Care Provider. If appointments are not available, the scheduler will contact the Surgery Clinic to assist with scheduling. The patient will be contacted by NHOH with appointment information. If you need a telephone consult, contact the clerk at 257-9801.

### **Pre-Operative Services (Same Day Surgery)**

**Phone:** 257-9965

**Hours:** 0645-1515

Referrals to this clinic are made through your Primary Care Provider. Admission paperwork for all surgeries must be completed prior to the day of surgery.

## **Nursing Services**

### **Labor/Delivery**

The Family Maternity Center is a 24 hour obstetrical unit. Customized décor provides a comfortable, home-like experience that supports our dedication to Patient Family Centered Care. Services include an inpatient Labor and Delivery Unit with 24 hour epidural anesthetic care as well as outpatient monitoring and testing. Lamaze classes and unit tours are available for expectant mothers and their families. Stork parking, bedside DEERS enrollment, and VTC for deployable dads are also available for new parents. NHOH has a lactation specialist on staff and a multitude of classes for the new parents. Call 257-9776/9777 to speak with a Labor and Delivery Nurse if you have any questions or concerns.

### **Inpatient Nursing Services (Multi-Service Ward)**

The Multi-Service Ward provides 24 hour nursing care for neonate, pediatric, adult and geriatric patients with medical or surgical conditions. This highly trained staff is fully dedicated to providing patient family-centered care. Visiting

hours are 1000 to 2000. Tours for potential patients may be arranged. Call 257-9447 if you have any questions.

## **Administrative Assistance & Referral Programs**

### **Outpatient Records**

**Phone:** 257-9526

**Hours:** 0700-1800, Monday-Friday (workdays)

**Location:** Room 525

Active duty family members and retirees' family members, who receive care at Naval Hospital Oak Harbor, will have their medical records maintained in Outpatient Records. Medical Records provide a detailed explanation of a patient's personal information, family and medical history. Everyone over the age of 10 must show their Military Identification Card each time records are requested.

Washington State Law Privacy Act prohibits parents from viewing the medical records of their dependent children that are over the age of 14 without written consent from the child. When requesting spouse's medical information, there must be a signed consent form filed in the medical record authorizing the release of medical information.

### **Electronic Medical Records - AHLTA**

AHLTA is a DoD-wide electronic computerized registry of all military medical beneficiaries in the U.S. Armed Forces. Registration in the system is mandatory for all beneficiaries, active duty, reserve retired and their family members. Beneficiaries may register in AHLTA at Naval Hospital Oak Harbor, and are encouraged to keep their address and phone numbers up-to-date. For more information please contact Outpatient Records (360) 257-9526.

### **Active Duty Records**

**Phone:** 257-9528

**Hours:** 0700-1600, Monday-Friday (workdays)

**Location:** Room 526

This section maintains the medical records for all active duty members attached to NASWI. Upon arrival, all incoming personnel must check in at Active Duty Records. At this time your family member's medical records will be requested from the prior Medical Treatment Facility (MTF). For transferring beneficiaries, the family member's medical records will be

requested when the active duty member checks into the new duty station MTF.

### **Limited Duty/Medical Boards Processing**

**Phone:** 257-9540

**Hours:** 0700-1600, Monday-Friday (workdays)

**Location:** Room 524

The medical Board staff assists active duty, reservist and Tri-Service personnel with permanent or temporary disabilities that are being processed by Physical Evaluation Boards and Limited Duty Medical Boards. The staff also provides education and counseling on disability issues and benefits. Active duty members will be advised of their rights under the disability evaluation system which explains findings of the physical evaluation board.

### **Release of Information**

When a patient is referred out to a civilian provider or another MTF, the patient **must** request a copy of all pertinent medical information related to that referral from Outpatient Records. Ensure this request takes place as soon as you are aware of a referral, this will allow ample time to complete the request. The original medical record may not accompany the patient to any outside provider, including MTF's. All eligible beneficiaries are allowed to receive one copy of their medical record at no cost. This request must be made in writing to Outpatient Records on NHOH Form 5211/9. Please allow 45 working days for this service. Call 257-9740 for more information.

### **Birth Certificates**

For newborns, the Admission's Office will provide applicable information for enrollment into the Defense Enrollment Eligibility Reporting System (DEERS). They also provide parents with a complimentary Birth Certificate. Admissions will download birth information to the Washington State Department of Health to enable procurement of a Certified Birth Certificate and Social Security Card. Please allow 4-6 weeks from date of birth. Call 257-9645 for more information.

### **Overseas Screening/Exceptional Family Member Program (EFMP)**

**Phone:** Office 257-9830; to schedule an appointment for Part-one of the Overseas Screening please call TRAC at 1-800-404-4506.

**Hours:** 0700-1100 and 1300-1600, Monday-Friday (workdays)

**Location:** Room 534

This office also coordinates Overseas Screenings for active duty members and their families and provides administrative assistance to families enrolling in the EFMP.

The Exceptional Family Member Program (EFMP) is a mandatory program designed to identify family members with long term health care or special education needs. The program does the following: coordinates with Overseas Screening to confirm the availability of medical and education support overseas locations; identifies those who are eligible for homesteading.

If you think you may qualify for the EFM Program, check with your command EFM representative or call the hospital's Coordinator.

### **Navy Operational Support Center (NOSC)**

**Phone:** 257-9805/9806.

**Hours:** Monday through Friday 0730-1600

The NOSC Medical Department maintains the medical records for all Reservists and members of VAQ-129, VANOP Detachment and EOD 11. Selected Reservist dental records are with their medical records. We provide complete physical exams and hold sick call on Reserve Drill Weekends. Collateral duties include Flight Medicine and Emergency Room EMT support.

### **Fleet and Family Support Center**

**Phone:** (360) 257-6289

**Location:** 260 West Pioneer Way Oak Harbor WA 98278-2500  
(Seaplane Base)

For more information on family well-being and other orientated care services please contact the NAS Whidbey Island Fleet and Family Support Center. Programs vary from Counseling, Advocacy and Prevention Services (CAPS); Drug Education For Youth (DEFY); Exceptional Family Member Program Resources (EFMP); Family Counseling; New Parent Support; Partnership with Youth; Sexual Assault Victim Intervention (SAVI) Program; Women, Infant and Children (WIC) Program. To include: Information and Referrals, Transition Assistance, Financial Programs, and Personal Excellence Partnership Program.

## **Shuttle Services**

NASWI currently has the manpower to operate shuttle services from NHOH to Naval Hospital Bremerton on Tuesdays and to Madigan Army Medical Center (MAMC) on Thursdays. To avoid traffic gridlock between Everett and Tacoma and accommodate the Ferry system, it is requested that patients make late morning appointments. Please schedule your appointments through TRAC by calling 1-800-404-4506. Schedule appointments for NH Bremerton

no earlier than 1000 and no later than 1300 and for MAMC no earlier than 0900 and no later than 1300. The shuttle will depart NHOH at an appropriate time to ensure timely arrival for the first appointment and depart after the last scheduled appointment. To secure a seat on the shuttle, call 257-9501.

## **Patient Safety Program**

Naval Hospital Oak Harbor strives to provide the safest possible care to our patients. If you have any questions or concerns about patient safety at NHOH, please call the **Patient Safety Hotline at 360-257-9741** and provide your information. If you would like to receive feedback, please leave your contact information. Otherwise, the Patient Safety Hotline is available for anonymous reporting. NHOH values patient feedback and uses this information to improve patient safety throughout the hospital.

***Speak up if you have questions or concerns.*** You have the right to know about your care. We encourage you to discuss your questions and concerns with your physician or any member of your care team.

***Make sure your caregivers wash their hands if they perform any "hands on" procedures.*** Evidence is overwhelming that washing your hands is the single most important thing anyone - including your caregiver - can do to stop the spread of infection.

***Recognize your medication.*** If the medications you are given do not look familiar, speak up and alert your doctor or nurse. Do the same when picking up medication from the pharmacy.

***Make sure that all of your doctors know about everything you are taking.*** This includes prescription and over-the-counter medicines, and dietary supplements such as vitamins and herbs.

***Make sure your doctor and your nurse know about any allergies and adverse reactions you have had to medications.*** This can help you avoid a medicine that can harm you.

For more information on patient safety tips and take home brochures, visit the Quality Assurance Office near the Patient Administration Offices, or call 360-257-9741



## **Uniform Business Office (UBO)**

**Phone:** 257-9955

**Hours:** 0800-1600, Monday-Friday (workdays)

**Location:** room 361

The Third Party Collections program at NHOH recovers funds from health insurance companies, other than Tricare, for the cost of medical care delivered at our facility to insured patients. This program is no cost to the patient, does not affect your insurance premiums and can save you money.

In general, if you are a family member or a retiree and have health insurance other than Tricare, it is considered Third-Party Insurance, usually already being paid for privately or through an individual employer benefits program.

### **Third Party Collections - FAQ**

#### **What is Third Party Collections?**

A Congressionally mandated program which directs military treatment facilities to bill private health insurance plans when beneficiaries receive care in our facility.

#### **What happens to the insurance monies collected?**

All proceeds from the Third Party Insurance Program go directly to NHOH and are used to purchase supplies and equipment and pay our personnel who provide care to our beneficiaries.

#### **Will there be any advantages to me?**

Yes! Most insurance plans have deductibles that must be met before the plan starts to pay. When we file claims, the amount billed will be applied toward the patient's deductible. Therefore, if the patient visits us a few times and the deductible is met, they will have less out-of-pocket expenditures should they have to visit a civilian health care provider or facility. They will actually spend less money out of pocket.

#### **Is insurance Information always needed?**

Yes. Please bring your insurance card with you each time you visit the clinic. Information on the front and back of your card is needed to verify your insurance information. Every six-months or when your insurance changes you will be asked to complete another DD Form 2569. Health Insurance Portability and Accountability Act (HIPAA) requires this information to be posted in your medical record.

## **Medical IG Hotline**

The Navy Medical Inspector General's Hotline provides an opportunity to report significant cases of fraud, waste and mismanagement.

Medical Inspector General 800-637-6175  
[MEDIG-HOTLINE@US.Med.NAVY.Mil](mailto:MEDIG-HOTLINE@US.Med.NAVY.Mil)

Navy Medicine West IG  
877-479-3832  
[nmwestMEDIG@nmwest.med.navy.mil](mailto:nmwestMEDIG@nmwest.med.navy.mil)

Local IG 360-257-9804  
[hotline@nhoh.med.navy.mil](mailto:hotline@nhoh.med.navy.mil)

For suspected Threats to Homeland Security, Unauthorized Disclosures (Leaks) of Classified Information or Military Whistleblower Complaints Call the DoD IG Hotline at:

800-424-9098  
[www.dodig.osd.mil/hotline](http://www.dodig.osd.mil/hotline)

## **Inclement Weather/Security Threat**

The hospital will assume the same schedule as the Naval Air Station in the event of inclement weather or a heightened Security Threat. The Emergency Room will remain open for all emergencies 24/7. If you have a scheduled appointment during the times that the base is closed, you will need to call TRAC at 1-800-404-4506 and reschedule.

# Hospital Phone Directory

## Department Phone Listing: Area Code (360) DSN 820

Main Number with Phone Tree	257-9500
Command Suite	257-9974/9975
Case Management	257-9743/9994
Clinical Support	
Laboratory	257-9677
Pharmacy	257-9707
Seaplane Base	257-0534
Physical Therapy	257-9695
Radiology	257-0630/9629
Emergency Room	257-9646
Managed Care	
Tricare Assistance	257-9716
Tricare for Life	257-9665
TriWest local office	257-9577
Medical Records	
Operational Active Duty	257-9406
Shore Based Active Duty	257-9528
Family Members	257-9526
Archives	257-9740
Medical Services	
Aviation Medicine	257-9576
Deployment Health Clinic	257-9885
Family Medicine	
Nutrition Clinic	TRAC
Child Birth/Parenting Education	257-8996
Message Clerk	257-9561
Message Clerk	257-9844
Message Clerk	257-5106
Pediatrics	
Nurse	257-9782
Message Clerk	257-9782
Internal Medicine	
Diabetic Clinic	257-9801
Immunizations	257-9591
Optometry	257-9788
Mental Health	257-9484
SARP	257-2394

Naval Operational Support Center (NOSC)	257-9805/9806
Nursing Services	
Medical/Surgical Ward	257-9447
Labor and Delivery	257-9776/9777
Patient Administration	
Overseas Screening	257-9830
LIMDU	257-9540
Patient Relations	257-9554
Public Health	
Health Promotions	257-9949
Environmental Health	257-5950/5020
Occupational Health	257-9925
Industrial Hygiene	257-8920/4520
Surgical Services	
OB/GYN	257-9761
Orthopedic	257-9801
ENT	257-9801
Same Day Surgery	257-9965
General Surgery	257-9801
Tricare Regional Appointment Center	1-800-404-4506
Uniform Business Office	257-9955

### **Other Important Phone Numbers**

Shuttle Services to NH Bremerton and Madigan	257-9501
American Red Cross Office	257-2096
Counseling, Advocacy & Prevention Services	257-3266